

To: Freed, Chris[Freed.Chris@epa.gov]
Cc: Grantham, Jessica[Grantham.Jessica@epa.gov]; MDSupport[MDSupport@epa.gov]
From: Duffy, Eirinn
Sent: Mon 8/10/2015 2:31:56 PM
Subject: RE: eBusiness Orders Placed Over Weekend - Problems

Your request to activate six Mifi device from stock is complete. Please power the devices off and back on to complete the provisioning. The new telephone numbers assigned are below.

MiFi 4620L	(303) 241-6855	990000947160281	89148000000605142778
MiFi 4620L	(303) 241-4505	990000621680141	89148000000026940354
MiFi 4620L	(303) 241-6947	990000947020550	89148000000605044677
MiFi 4620L	(303) 241-7337	990000947156321	89148000000605142950
Ellipsis			
Jetpack	(303) 241-7664	990000951706128	89148000001048854003
MiFi 4620L	(303) 241-8026	990000947159671	89148000000605142786

Thank you,

Eirinn Duffy

ECS Team- EPA ITS-ACT Contractor

Telecommunications Analyst

Email: duffy.eirinn@epa.gov

PLEASE NOTE If you require Mobile Device related assistance, please use the following contacts:

EZTech Locations - EPA Call Center 866-411-4372 (option 3) or EZTech@epa.gov

All Other Locations - EPA Call Center at 866-411-4EPA or EPACALLCENTER@epa.gov

-----Original Message-----

From: Freed, Chris
Sent: Monday, August 10, 2015 9:41 AM
To: Grantham, Jessica
Cc: Duffy, Eirinn
Subject: Re: eBusiness Orders Placed Over Weekend - Problems

So are we good to go then on those mifis?

Sent from my iPhone

> On Aug 10, 2015, at 7:24 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:

>

> Let us know what we can do to help.

>

>

> Jessica Grantham

> Sr. Telecommunications Analyst

> Mobile Device Business Office

> ECS Team - EPA ITS-ACT III Contractor

>

>

> ***PLEASE NOTE*** If you require Mobile Device related assistance, please use the following contacts:

> EZTech Locations - EPA Call Center 866-411-4372 (option 3) or

> EZTech@epa.gov All Other Locations - EPA Call Center at 866-411-4EPA

> or EPACALLCENTER@epa.gov

>

> -----Original Message-----

> From: Freed, Chris

> Sent: Monday, August 10, 2015 9:08 AM

> To: Grantham, Jessica

> Cc: Duffy, Eirinn

> Subject: Re: eBusiness Orders Placed Over Weekend - Problems

>

>

> Just occurred to me. The reason I have these spares is because service was activated on the replacement device.

>

> Bear with me. I'm getting pulled in about 50 different directions

>

>

> Sent from my iPhone

>

>> On Aug 10, 2015, at 6:49 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:

>>

>> You need to make sure that all the new devices are activated prior to us getting service on the old devices.

>>

>> Thanks.

>>

>> Jessica Grantham

>> Sr. Telecommunications Analyst

>> Mobile Device Business Office

>> ECS Team - EPA ITS-ACT III Contractor

>>

>>

>> ***PLEASE NOTE*** If you require Mobile Device related assistance, please use the following contacts:

>> EZTech Locations - EPA Call Center 866-411-4372 (option 3) or

>> EZTech@epa.gov All Other Locations - EPA Call Center at 866-411-4EPA

>> or EPACALLCENTER@epa.gov

>>

>> -----Original Message-----

>> From: Freed, Chris

>> Sent: Monday, August 10, 2015 8:48 AM

>> To: Grantham, Jessica

>> Cc: Duffy, Eirinn

>> Subject: Re: eBusiness Orders Placed Over Weekend - Problems

>>

>> I also order 2 new devices. iPhone for Deirdre Rothery and usb

>> aircard for David Ostrander can I change the shipping address? If so

>> please ship to

>>

>> Durango downtown inn

>> Attention: Robert Freed

>> 800 Camino Del Rio

>> Durango, CO. 81301

>>

>>

>>

>> Sent from my iPhone

>>

>>> On Aug 10, 2015, at 6:42 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:

>>>

>>> Got it.

>>>

>>>

>>> Jessica Grantham

>>> Sr. Telecommunications Analyst

>>> Mobile Device Business Office

>>> ECS Team - EPA ITS-ACT III Contractor

>>>

>>>

>>> ***PLEASE NOTE*** If you require Mobile Device related assistance, please use the following contacts:

>>> EZTech Locations - EPA Call Center 866-411-4372 (option 3) or

>>> EZTech@epa.gov All Other Locations - EPA Call Center at 866-411-4EPA

>>> or EPACALLCENTER@epa.gov

>>>

>>> -----Original Message-----

>>> From: Freed, Chris

>>> Sent: Monday, August 10, 2015 8:42 AM

>>> To: Grantham, Jessica

>>> Cc: Duffy, Eirinn

>>> Subject: Re: eBusiness Orders Placed Over Weekend - Problems

>>>

>>> These were leftover devices that were just recently replaced with newer devices. We need these leftover devices activated with new service. I thought add service to existing device was the appropriate option.

>>>

>>> Sent from my iPhone

>>>

>>>> On Aug 10, 2015, at 6:38 AM, Grantham, Jessica <Grantham.Jessica@epa.gov> wrote:

>>>>

>>>>